



ILLINOIS STATE TREASURER
ALEXI GIANNOULIAS

JOB OPPORTUNITY ANNOUNCEMENT

FOR MORE INFORMATION CALL HUMAN RESOURCES AT (312) 814-1700

Job Title: Participant Technical Support Specialist

Salary Range: \$38,000

Position Location: The official domicile for this position is Springfield, Illinois.

Overview: The employee in this classification will provide technical support to state and local government agencies participating in the Illinois Funds electronic payment program. Duties include contact with participants by telephone or in person to provide information on the electronic payment program, assist with enrollment protocol and to resolve technical issues. Problem solving and analytical skills are required to determine the nature of technical difficulties and possible solutions. Sales, marketing and training are components of the job.

Responsibilities: The employee will maintain the daily technical aspects of the electronic payment processing system. On a routine basis the technical support specialist will answer participant inquiries regarding software and hardware related problems. A key aspect of responsibility is the interface with new and current participants regarding system functionality to verify correct operations and detect errors. The technical support specialist will confer with participants, internal staff and management to establish system requirements and modifications.

Requirements/Qualifications: A Bachelors degree in computer science, math or a technical discipline. Knowledge of customer service principles; ability to conduct participant needs assessment and a desire for meeting quality standards for service and support. Any combination of experience and training that provides the required knowledge; skills and abilities will be considered.

Application Process: Send application materials including letter of interest, salary requirements and resume to Director of Human Resources, Office of the Illinois State Treasurer, 100 West Randolph, Suite 15-600, and Chicago, IL 60601 or email HR@Treasurer.state.il.us.

Deadline Date: Applications will be accepted until close of business October 17, 2008.